



**CLIMB
NOVA
SCOTIA**

Organization Handbook

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Section One – Introduction

1.1 Aim

The aim of this manual is to provide Climb Nova Scotia (CNS) members, Executive members, clubs, officials, committees, and staff with a clear understanding of the operational policies of Climb Nova Scotia, the lines of communication, responsibilities, limitations of authorities and financial controls within CNS.

***Disclaimer - Climb Nova Scotia is a not-for-profit organization run by a volunteer board of directors. The policies and procedures that follow are sought out to be followed as closely as possible, however there may be circumstances that the organization does not have the capacity to follow them exactly for word. Climb Nova Scotia is a growing organization and hopes that in the future, it will have the capacity through paid staff and volunteer Board of Directors to support all of these policies in their exactness.*

1.2 Purpose of CNS

The purpose of Climb Nova Scotia is to promote the sport and activity of climbing providing the opportunity of participation and promoting fitness, wellbeing and social values at all levels of interest and ability, regardless of age, from the recreational to high-performance level. Climb Nova Scotia will adhere to the ideals of promoting a Safe Sport environment for all its members and inclusion in the sport for all participants regardless of age, physical limitations, sexual orientation, gender indemnity, race, religion, and for all of those who are members of a disadvantaged group.

1.3 CNS Mandate

The Mandate of Climb Nova Scotia is:

- A. To be the governing body for climbing in Nova Scotia
- B. To organize, sanction and participate in courses, clinics and events in a way that fulfils and enhances the purpose of the organization
- C. To train climbers in Nova Scotia
- D. Support climbing instructor training through resources
- E. To work with Nova Scotians for access to climbing spaces on private and public lands
- F. To be the climbing resource and education vehicle in Nova Scotia
- G. To promote effective communication to all interested parties on events and issues related to climbing at a provincial level
- H. To facilitate the development of climbers to their fullest potential
- I. To promote safe, positive environment for all participants

1.4 Interpretation

All questions of interpretation of the policy, regulations or guidelines contained within this manual must be directed to the Climb Nova Scotia Board of Directors.

1.5 Name

The name of the organization is Climb Nova Scotia (hereafter referred to as the Association).

Section Two – Structure

2.1 Annual General Meeting (AGM)

The Annual General Meeting provides the ultimate authority of CNS. Those attending are:

- a) Staff
- b) Members of the Board of Directors
- c) Members of CNS
- d) Members of the climbing community
- e) Other(s)

The purpose of the AGM, to usually be held in the month of April or end of fiscal year (but in any event no later than eighteen (18) months after the immediately previous AGM), is to establish the General Policy and direction of CNS. This meeting shall receive and consider all reports of the committees, establish the amount of membership dues and other assessments, consider any change to the By-Laws, and elect the new Board of Directors.

2.2 Board of Directors

The Board of Directors shall be composed of:

- A. President
- B. Secretary
- C. Treasurer
- D. Program Directors (Access Director, Technology Director, Training Director, Social Media Director)
- E. Members at Large

Any staff of CNS as the Board of Directors considers appropriate shall be ex-officio members of the Board of Directors. All ex-officio members shall be considered non-voting. All members, excluding ex-officio, shall have the right to vote.

2.3 Standing Committees

The Board of Directors is empowered to establish Standing Committees for CNS. The Standing Committee of CNS will be formed as deemed necessary by the Board.

Section Three – Elections

3.1 Nominating Process

Two (2) months before the Annual General Meeting, the Board of Directors shall facilitate the nomination process but they shall, in addition, ensure that a full slate (i.e. at least one nomination exists for each position) is presented.

3.2 Notification to Annual General Meeting

The nominations for the slate of officers is to be circulated to the Active Members one month before the Annual General Meeting.

3.3 Nominations

Nominations may be made as follows:

- a) As put forward by the Nominating Committee (does not require a seconder)
- b) From the floor by an Active Member, at the Annual General Meeting with written acceptance or acceptance in person and requiring a seconder.
- c) By letter from an Active Member, containing a statement of acceptance by the nominee, to be in the hands of the secretary at least seven (7) days prior to the Annual General Meeting and requiring a seconder by letter or from the floor.

3.4 Order of Elections

The order of election shall be as follows:

- A. President
- B. Secretary
- C. Treasurer
- D. Directors

Nominations and voting for each office will occur independently. This allows for defeated candidates to run for another office. The length of term of each office will be three (3) years with a maximum of six (6) years served concurrently.

3.5 Voting

All voting shall be by a show of hands unless a closed ballot is called for by a single delegate at the Annual General Meeting.

3.6 On Boarding and Off Boarding Procedure

Section Four – Meetings

4.1 Number of Meetings

The Board of Directors shall meet as often as it deems necessary but no less than quarterly. The Standing Committees and Executive Committee shall meet as often as necessary to ensure they can accomplish their individual goals.

4.2 Attendance

All Active Members should attempt to attend the Annual General Meeting when possible. All Members of the Board of Directors are expected to attend all Board meetings. Alternates are not authorized or have voting rights.

4.3 Notice of Meetings

The Annual General Meeting of CNS shall be held during the month of April (or in any event no later than eighteen (18) months after the previous AGM), on a date and location to be determined by the Board of Directors. For the Annual General Meeting, a notice of the meeting must be sent to the Active Members at least one month prior to the meeting.

4.4 Agendas

Agendas and documentation for all meetings should be circulated seven (7) days prior to the date of the meeting.

4.5 Minutes

Minutes of all committee meetings, Board of Directors and the Annual General Meeting are to be kept in the Official Minute of CNS. A copy of the minutes will also be kept on file by staff (granted there is a staff person), the secretary, and the president.

Section Five – Financial

5.1 Budgeting

Under the direction of the Board of Directors, the Treasurer and the President will initiate the following budget procedures:

- a) Committees and board members will prepare annual budgets including submissions. This budget should include all proposed activities for the year. Budgets must be submitted to Climb Nova Scotia Treasurer by February 1st, for the ensuing Climb Nova Scotia fiscal year.
- b) The Treasurer and President shall consolidate, in detail, all committee budgets for the ensuing fiscal year and present the detailed, consolidated budget to the Board of Directors for final approval.
- c) All accounting and related records will be maintained up to date at all times and held with the CNS Treasurer and staff (if there is one at the time).
- d) All invoices, cheques, requisitions, statements, banking documents will be directed to and from CNS through the Treasurer or staff.
- e) Any records held not with the treasure or staff should be copied and the original documents forwarded to the treasurer.
- f) Reconcile the bank account monthly.
- g) Complete physical inventory once a year and maintain both physical and accounting records.
- h) The President and Treasurer shall have the responsibility of the day-to-day management of the budget, and the Treasurer shall monitor all anticipated revenues and expenses closely to ensure a proper balance is maintained.

5.2 Emergency Powers

The Board of Directors is empowered to suspend any or all activities pending a special or regular meeting of the Board of Directors if anticipated revenues are not forthcoming or cannot be guaranteed in advance of the project/program implementation.

Authority to commit CNS to expenditures for items not provided for in the budget or in excess of budgeted items may only be exercised by the Board of Directors.

5.3 Financial Controls

The Board of Directors shall, at its first meeting after election to office, appoint by resolution the persons empowered to sign cheques and other banking documentations of the Association. The signature of any two (2) of the signing officers shall be necessary on each document.

CNS will charge a fee of \$25.00 for deposited cheques that come back “Insufficient Funds” at the President’s discretion.

5.4 Expense Policies

Expenditures are subject to and limited by the budget for the program. Reimbursement of expenses for programs and activities of CNS and its committees is governed by the following policies:

CNS gains revenues from a number of sources including registration fees and externally directed funding. In all cases, expenditures shall be made in the best interest of improving climbers and climbing as a form of recreation in Nova Scotia and shall follow the guidelines below, which may be modified by approval of the Board of Directors on a case by case basis:

- a) The Board of Directors shall approve expense policies of CNS and review the rates of reimbursements of mileage/meals/accommodation expenses as necessary on an annual basis at the first Board of Directors meeting following the AGM or otherwise as considered appropriate.
- b) Acceptable expenditures shall be limited to reimbursement for expenses directly related to courses, events and other CNS related events for CNS Board of Directors including meals, travel, facility fees, registration and lodging.
- c) Non-acceptable include hospitality, alcohol, drugs, gifts, equipment and supplies.
- d) Claims for the payment of the expenses shall be submitted on the appropriate report form together with supporting documentation to the CNS treasurer within 30 days of the event for which expenses are claimed.
- e) Claims for advances on account of projected expenses shall be submitted on the appropriate form together with supporting documentation to the CNS treasurer not less than fifteen (15) days prior to the event for which the advance is required.
- f) Advances/payment of expenses on behalf of committees shall be made on the approval of the appropriate Board Member/Director. All advances and payment of expenses shall be in accordance with the following procedures:
 - a. Claim form must be completed providing necessary information pertaining to the claim.
 - b. Expenses that do not have flat rates of reimbursement must be accompanied with receipts. Claims of this nature cannot be issued without the proper documentation. (Refer to Appendix #).
 - c. The claim form (Appendix #) must be signed by the claimant and the chairperson of the appropriate committee or the President of CNS. Claims cannot be issued without this form of authorization.
 - d. Electronic transfer for claims should be received by the claimant within thirty (30) days upon receipt of the claim.

Approval for all expenditures shall be made through either an annual budget the CNS Board of Directors, at a regular CNS Board meeting, or at a Special meeting called for that purpose. A record of expenditures must also be provided post approval. Failure to follow CNS guidelines for expenditures may result in withdrawal of program funding as required.

Section Six – Registration

6.1 General

The registration period for all CNS membership shall be ever annually starting April 1st and October 1st of the year. Completed registration forms with the required fees shall be sent to CNS in order for registrations to be processed. The registration fees for categories of membership shall be established at the Annual General Meeting of Climb Nova Scotia, upon recommendation by the Board of Directors. The current fees are as set out in Appendix #. The registration forms shall be as prescribed by the Board of Directors (Appendix #).

6.2 Time of Registration

All members shall have the opportunity to submit the appropriate registration forms and fees for member registration during any point of the six-month period. Membership shall last the amount of time as per membership category.

6.3 Effect of Registration

Registration is required for:

- a) Insurance coverage
- b) Participation in events sanctioned by Climb Nova Scotia
- c) Eligibility to hold elected positions on the Board of Directors or various committees of Climb Nova Scotia

Section Seven – Events

7.1 Sanction

A sanction is an approval by Climb Nova Scotia to hold an event in Nova Scotia or participation in an event outside of Nova Scotia as a member of provincial delegation. A sanction is required to hold an event involving Climb Nova Scotia funding, branding and other CNS resources. CNS reserves the right to require a sanction for an event regardless of the type of event when, in its opinion, such action is necessary to protect amateur status.

Members and organizations wishing to host a sanctioned event must submit a completed sanction form (Appendix #), and sanction fee to the Climb Nova Scotia President as outlined in section 7.2. Sanction forms will be dated on their arrival with the Climb Nova Scotia President. The President will send one copy to the appropriate chairperson and to other appropriate board members. The original is to remain with the President.

7.2 Eligibility and Procedures for Sanctioned Events

In order for a member or organization to be eligible to be sanctioned for an event they must comply with the following rules and conditions:

- a) Apply to Climb Nova Scotia thirty (30) days prior to the date of the event. A sanction received by the President in less than thirty (30) days shall not be considered. Such a sanction application will be returned immediately to the member or organization applying for the sanction. The President will forward the sanction application to the Board of Directors or the appropriate Director for consideration of the application.
- b) The sanction fee must accompany the sanction request. If it does not, the request will not be considered.
- c) Applications for sanctions will be considered in order in which they are received.
- d) Upon considering the sanction, the respective board member shall notify the member or organization of the decision as soon as possible. If the sanction is granted, the President will send a copy for the sanction letting outlining the expectations of Climb Nova Scotia regarding reports to be filed and time frame for the information to be sent in.
- e) Any member or organization applying for a sanction for an event shall agree to abide by the Climb Nova Scotia policies and guidelines as set down in the Climb Nova Scotia Organizational Handbook.
- f) The Host member or organization shall ensure the appropriate safety equipment is provided for the sanctioned event.
- g) The host member or organization must ensure that all participants are registered with Climb Nova Scotia. The host member/organization may levy a late registration fee (to

a maximum of \$10.00 per participant) for any sanctioned event or they may disallow late registration.

- h) The host must submit the Event Report Form (Appendix #) to CNS within fourteen (14) days of the completion of the event.

7.4 Cancellation

Climb Nova Scotia reserves the right to cancel any sanction at any time for what it determines to be just cause. The cancellation will not take place until the parties concerned have been granted an opportunity to be heard. When sanction is refused or cancelled, the feed paid shall be refunded to the person or organization who made the application.

7.5 Penalties

Any person or organization failing to abide by the sanction rules will be subject to disciplinary actions by Climb Nova Scotia. This disciplinary action could be possible suspension from hosting an event for one year and/or possible loss of membership with Climb Nova Scotia. If a host allows a person to participate who is not a registered member of Climb Nova Scotia, the host will be subject to a fine in an amount determined by Climb Nova Scotia. The amount of the fine will be determined by the Board of Directors at the first meeting following the Annual General Meeting and that host will not be permitted to hold any further sanctioned events until the fine is paid in full to Climb Nova Scotia.

Section Eight – Harassment

8.1 Policy

Climb Nova Scotia is committed to providing a recreation and work environment where all individuals are treated with respect and dignity. Each individual has the right to participate and work in an environment, which promotes equal opportunities and prohibits discriminatory practices. This environment shall be free of harassment on the basis of race, national or ethnic origin, colour, religion, sex, sexual orientation, marital status, family status, or disability. This policy applies to all board members as well as to all officers, volunteers, officials, course instructors, participants and members of CNS. CNS encourages the reporting of all incidents of harassment, regardless of who the offender may be.

Notwithstanding this policy, every person who experiences harassment continues to have the right to seek assistance from their provincial or territorial human rights commission, even when the steps are being taken under this policy.

8.2 Definitions

Harassment is difficult to define in certain, unambiguous terms. Since not everyone perceives behaviour the same way, any definition of harassment will contain a subjective element. CNS describes harassment to include, but not limited to: comment, conduct, or gesture directed toward an individual or group of individuals, which is insulting, intimidating, humiliating, malicious, degrading or offensive. In most cases, harassment is an attempt by one person to inappropriately exert power over another person. Harassment occurs along a continuum that ranges from mild conduct such as gestures or comments to conduct, which may be physical, forceful, and violent.

8.3 Responsibility

The President or their designate is responsible for the implementation of this policy. This includes:

- Discouraging and preventing harassment within CNS
- Investing formal complaints of harassment in a sensitive, responsible and timely manner.
- Imposing appropriate disciplinary or corrective measures when a complaint of harassment has been substantiated, regardless of the position or authority of the offender.
- Providing advice to persons who experience harassment.

- Doing all in their power to support and assist any employee or member of CNS who experiences harassment by someone who is not an employee or member of CNS.
- Making all members and employees of CNS aware of the problem of harassment, and of the procedures contained in this policy.
- Informing both complainants and respondents of the procedures contained in this policy and their rights under the law.
- Regularly reviewing the terms of this policy to ensure that they adequately meet CNS's legal obligations and public policy objectives.
- Appointing harassment officers and providing the training and resources they need to fulfill their responsibilities under this policy.
- Appointing unbiased case review panels and appeal bodies and providing the resources and support they need to fulfill their responsibilities under this policy.

Every member of CNS has a responsibility to play a part in ensuring that the climbing community in Nova Scotia is free from harassment. This means not engaging in, allowing, condoning or ignoring behaviour contrary to this policy. In addition, any member of CNS who believes that a fellow member has experienced or is experiencing harassment is encouraged to notify a harassment officer appointed under this policy. In the event that the President is involved in a complaint, which is made under this policy, a suitable alternate for the purposes of dealing with the complaint will be appointed.

8.4 Disciplinary Action

Employees or members of CNS against whom a complaint of harassment is substantiated may be severely disciplined, up to and including ban from all CNS events, employment dismissal or termination of membership in cases where the harassment takes the form of assault, sexual assault, or a related sexual offense.

8.5 Confidentiality

CNS understands that it can be extremely difficult to come forward with a complaint of harassment and that it can be devastating to be wrongly convicted of harassment. CNS recognized the interests of both parties, and will keep confidential the name of the complainant, the circumstances giving rise to a complaint or the name of the respondent unless such disclosure is required by a disciplinary or other remedial process.

8.6 Harassment Officer

CNS shall appoint a person who are themselves a member or employee of CNS, to serve as officer under this policy.

The role of the harassment officer is to serve in a neutral, unbiased capacity, to receive complaints, assist in informal resolution of complaints and investigate formal written complaints.

In carrying out their duties under this policy officers shall be directly responsible to the President.

CNS shall ensure that officers receive appropriate training and support for carrying out their responsibilities under this policy.

8.7 Complaint Procedure

A person who experiences or witnesses harassment is encouraged to make it known to the harasser that the behaviour is unwelcome, offensive and contrary to this policy. If confronting the harasser is not possible, or if after confronting the harasser the harassment continues, the complainant should seek the advice of the harassment officer. The harassment officer shall inform the complainant of:

- a) The option for pursuing an informal resolution of their complaint
- b) The right to lay a written formal complaint under this policy when an informal resolution is inappropriate or not feasible.
- c) The confidentiality provisions of this policy.
- d) The right to withdraw from any further action in connection with the complaint at any stage (even though CNS might continue to investigate the complaint)

Other avenues of recourse, including the right to file a complaint with a human rights commission or, where appropriate, to contact the police to have them lay a formal charge under the Criminal Code.

There are four possible outcomes to this initial meeting with complainant and officer:

- a) The complainant and officer agree that the conduct does not constitute harassment.
- b) The complainant brings evidence of harassment and chooses to pursue an informal resolution of the complaint.
- c) The complainant brings evidence of harassment and decides to lay a formal written complaint.
- d) The complainant brings evidence of harassment but does not wish to lay a formal complaint.

If the harassment officer cannot resolve the complaint under subparagraph C above, or if the harassment officer decides that a formal complaint should be registered under subparagraph D above, the President shall establish an Investigative Commission.

8.8 Considerations

When determining appropriate disciplinary action and corrective measures, the Investigative Commission shall consider such factors as:

- The nature of the harassment.
- Whether the harassment involved any physical contact.
- Whether the harassment was an isolated incident or part of an ongoing pattern.
- The nature of the relationship between the complainant and the harasser.

- The age of the complainant.
- Whether the harasser had been involved in previous harassment incidents.
- Whether the harasser admitted responsibility and expressed a willingness to change.
- Whether the harasser retaliated against the complainant.

8.9 Procedure Where a Person Believes that a Member has been Harassed

Where a person believes that a member has experienced or is experiencing harassment and reports this belief to a harassment officer, the officer shall meet with the person who is said to have experienced harassment and shall then proceed as detailed in paragraph 8.7

Section Nine – CNS Privacy Policy

9.1 Background

Climb Nova Scotia (CNS) is a non-profit, non-government federation dedicated to helping Nova Scotians achieve better health and a sense of achievement through active participation in recreational climbing.

CNS, as the recreation governing body, is dedicated to promoting growth and developing climbing at all levels while emphasizing equality and encouraging universal participation. To meet these goals, our organization provides climbing opportunities for our members and creates an environment in which climbing can thrive by offering quality services and innovative promotion to ensure that the needs of current and potential participants are met.

9.2 General

Purpose of the policy:

Climb Nova Scotia has implemented this privacy policy to assure our members that their personal information is being protected as governed by the Personal Information Protection and Electronics Documents Act [PIPEDA]. PIPEDA “applies to every organization in respect of personal information that ... the organization collects, uses or discloses in the course of commercial activities.” CNS is committed to taking every necessary measure to respect and protect your privacy. This privacy policy describes the responsible manner in which CNS collects, uses, discloses, safeguards and disposes of personal information. This policy strictly models the principles and is compliant with the provisions of PIPEDA.

9.3 Definition [as defined in PIPEDA]

Personal information: information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee/volunteer of an organization.

Commercial Activity: any particular transaction, act or conduct or any regular course of conduct that is of a commercial character, including selling, bartering or leasing of donor, membership or other fundraising lists.”

9.4 Principles

9.4.1 Accountability:

CNS has designated the Communications Officer of the organization accountable for assuring CNS' overall compliance with the principles of PIPEDA. As the designed Privacy Officer, the Communications Officer will be responsible for monitoring the personal information collected, processing of the personal information, data security, ensuring all staff/volunteers are trained appropriately on privacy issues and responsibilities, handling personal information requests and complaints.

CNS procedures that conform to this policy include:

- a) Procedure to protect personal information:
 - a. Training CNS employees/volunteers about the organization's policy and procedures on privacy,
 - b. Maintaining data (includes back-up data) on a secured network server,
 - c. Access to contacts determined by password logins
- b) Procedure to receive and respond to complaints and inquiries:
 - a. Privacy Officer will respond by means of a written report within 30 days of receiving the complaint
 - b. Training staff and communicating to staff information about the organization's policies and practices; and
- c) Information explaining CNS policies and procedures:
 - a. Privacy policy
 - b. Web page and go to the privacy policy section of the CNS Policy Manual

9.4.2 Identifying Purposes:

CNS, orally or in writing, will identify why the personal information is being collected at the time or before the information is collected. If personal information has been collected for a purpose not previously identified, the new purpose will be identified to the individual prior to use, unless the new purpose is required by law.

CNS will only collect that minimal information necessary to satisfy the purposes that have been identified and will not use or disclose the information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. CNS will only retain the personal information for as long as necessary to fulfill the stated purposes. CNS collects the following information: name, gender, email address, *address and birthdate*.

CNS collects personal information for, but not limited to, the following reasons:

- a. Providing insurance to members under our insurance policy;

- b. Keeping record of the demographics information to track participation of specific programs

Personal information that is no longer required to fulfill the identified purposes will be destroyed. CNS guidelines and procedures to govern the destruction of personal information can be found under the Limited Use, Disclosure and Retention principle.

9.4.3 Consent

CNS will request the knowledge and consent of the individual prior to the collection, use or disclosure of personal information, except where required by law. However, in certain circumstances, consent with respect to use or disclosure may be sought after the information has been collected but before use (for example, when CNS wants to use information for a purpose not previously identified).

CNS will not require an individual to consent to the collection, use or disclosure of information beyond that required to fulfill explicitly specified and legitimate purposes. By providing personal information to CNS, individuals are consenting to the use of the information for the purposes identified in this policy. An individual may withdraw consent to the collection, use or disclosure of personal information, subject to legal or contractual restrictions and reasonable notice [10 business days]. The organization shall inform the individual of the implications of such withdrawal.

CNS form of consent may vary, depending upon the circumstances and the type of information. In determining the form of consent to use, CNS will take into account the sensitivity of the information.

In certain circumstances personal information can be collected, used, or disclosed without the knowledge and consent of the individual. For example, legal, medical, or security reasons may make it impossible or impractical to seek consent.

Development of Consent Forms

9.4.4 Limiting Collection

CNS will not collect personal information that is not necessary for the purposes identified by the organization. CNS will collect information by fair and lawful means and will not collect personal information indiscriminately. CNS will specify the amount and type of information collected which will be limited to information that is necessary to fulfill the purposes identified.

9.4.5 Limiting Use, Disclosure and Retention

CNS will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.

No personal information will be sold or shared with third parties or external sources unless consent is given. Medical and waiver forms (Appendix X and X) are disclosed to the event host for a specific event and may be required as part of the registration process, to be disclosed to the organizing committee of an event.

CNS guidelines and procedures with respect to the retention of personal information are as follows:

- a) Maximum retention period is five years.
- b) Personal information that has been used to make a decision about an individual shall be retained long enough to allow the individual access to the information after the decision has been made (ie. Awards, funding, etc).

When the personal information is no longer required to fulfill the identified purpose aforementioned, the personal information will be destroyed, erased or made anonymous. CNS guidelines and procedures for the destruction of personal information will be as follows:

- a) Paper shredder for hard copy financials and sensitive data
- b) Direct removal from databases records, immediately wiping the record from storage

9.4.6 Accuracy

CNS will use personal information that is accurate, complete and up-to-date as is necessary for the purpose for which it is to be used, to minimize the possibility that inappropriate information may be used to make a decision about the individual.

9.4.7 Safeguards

CNS has placed security safeguards appropriate to protect the sensitivity of the information. The security safeguards shall protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

CNS employees/volunteers are governed by scrupulous policies and procedures in regards to personal information and are adequately aware of the importance of maintaining the confidentiality of personal information. CNS will use appropriate care in the disposal or destruction of personal information, to prevent unauthorized parties from gaining access to the information.

CNS protects personal information regardless of the format in which it is held. The methods CNS uses to protect personal information are as follows:

- a) Any personal information identifiable on paper is always under the supervision of a CNS employee/volunteer or is safeguarded in a protected/restricted area.
- b) All computers containing personal information are under the supervision of a CNS employee/volunteer or is safeguarded in a protected/restricted area.
- c) All computers containing personal information are secured with passwords.
- d) All personal information that must be transmitted will be done through sealed and addressed envelopes/boxes using only reputable courier/delivery companies.

- e) All personal information that is transmitted electronically will be done so by encryption.
- f) All CNS employees/volunteers are trained in how to collect, use and disclose of personal information and are familiar with the CNS Privacy Policy.
- g) CNS will confirm with third party organization, prior to allowing access to personal information that CNS has collected, that the third party has appropriate privacy procedures established to protect personal information.

9.4.8 Openness

CNS will make readily available to individuals specific information about its policies and practices relating to the management of personal information. This specific information can be obtained via the Privacy Officer (President), the CNS website or the privacy policy.

CNS will make the following information available:

- a) The name or title, address, and telephone number of the Privacy Officer who is responsible for dealing with complaints or inquiries regarding policies and practise;
- b) The means of gaining access to personal information held by CNS;
- c) A description of the type of personal information held by CNS
- d) A copy of the CNS Privacy Policy and any other information that explains the organization's policies, standards and codes; and
- e) What personal information is made available to related organizations.

9.4.9 Individual Access

Upon request, CNS will inform an individual of the existence, use and disclosure of their personal information and will provide access to that information. CNS will respond to an individual's request within a reasonable time. Any individual has the right to challenge the accuracy and completeness of the information and have it amended as appropriate.

In certain situations, CNS may not be able to provide access to all the personal information it holds about an individual. The reasons for denying access will be provided to the individual upon request. Reasons for denying the individual access to personal information may include:

- a) The information that is prohibitively costly to provide;
- b) The information contains references to other individuals;
- c) The information cannot be disclosed for legal, security, or commercial proprietary reasons; and
- d) The information is subject to solicitor-client or litigation privilege.

When an individual successfully demonstrates the inaccuracy or incompleteness of personal information, CNS will amend the information as required. Where appropriate, the amended information shall be transmitted to third parties having access to the information in question.

9.4.10 Challenging Compliance

An individual may file a complaint concerning compliance with the Privacy Policy to the Privacy Officer listed above. CNS will respond to a complaint in a timely manner via the following procedure:

- a) Record and date the written complaint when received.
- b) This complaint will be forwarded to the Privacy Officer.
- c) The Privacy Officer will attempt to resolve the complaint by investigating the complaint or appointing another investigator within ten business days of the complaint being filed.
- d) The Privacy Officer/appointed investigator will have access to all files necessary to carry out an objective and impartial investigation.

Within 30 days of receipt of the complaint, the Privacy Officer will complete the investigation and notify the complainant of the decision by means of a written report explaining the reason for the decision. The Privacy Officer will include in the report any changes or corrections to the CNS Privacy Policy.

Section Ten - CNS Inclusion Policy

Preamble –

Climb Nova Scotia aims to provide equality in programming and opportunities to all its members, regardless of such factors as age, national or ethnic origin, race, religion, sex, sexual orientation, gender identity or expression, disability or any other analogous grounds. Wherever possible, reasonable accommodations are to be made to allow participation by all members. This may include, but is not limited to climbers, coaches, officials, instructors, board members and staff.

10.1 Age

No one shall be denied access to programming or opportunities with Climb Nova Scotia due to age. Climbing is an activity for life and it is therefore important to facilitate lifelong participation. This can be accomplished through, but is not limited to:

1. Providing resources for climbers to enjoy climbing at all ages, which fall in line with Climbing Escalades Canada LTAD
2. Providing the resources, along with various board support, to allow climbing event opportunities for climbers of all ages.

The above subsections shall only be limited in the event of Provincial, Federal and International laws and guidelines when they should apply.

10.2 National or Ethnic Origin

No one shall be denied access to programming or opportunities within Climb Nova Scotia due to National or Ethnic Origins.

10.3 Race

No one shall be denied access to programming or opportunities within Climb Nova Scotia due to their actual or perceived Race.

10.4 Religion

No one shall be denied access to programming or opportunities within Climb Nova Scotia due to their religion, or the religion of a family member. This will be accomplished through, but not limited to:

1. Allowing employees, volunteers, instructors, officials, climbers and any member to observe religious holidays without reprimand,
2. Allowing employees, volunteers, instructors, officials, climbers, and any member to observe daily prayer or rituals.

The above subsections shall only be limited in the event that one could reasonably assume that such accommodations would place too high a burden on the organization or that it could pose a safety risk to the member director, or those whom they are responsible for.

10.5 Sex

No one shall be denied access to programming or opportunities within Climb Nova Scotia due to their sex.

10.6 Sexual Orientation

No one shall be denied access to programming or opportunities with Climb Nova Scotia due to their sexual orientation.

10.7 Gender Identity or Expression

No one shall be denied access to programming or opportunities with Climb Nova Scotia due to their gender identity or expression, which may include, but is not limited to:

1. Recognizing a person by their preferred name and/or pronoun,
2. Providing opportunities for climbers to participate in events of their identified gender

10.8 Disability

Climb Nova Scotia strives to create a climbing environment that is open to all ability levels. Climb Nova Scotia will act as a resource to all members by encouraging participation in climbing, either indoor or outdoor, for all functional ability levels. This shall only be limited in the event that one could reasonably assume that such accommodations would place too high a burden on the organization, or that it could pose a safety risk to the member directly, or those who they are responsible for.

Section Eleven – CNS Gender Equity Policy

11.1 Policy Statement

CNS is committed to broadening access, ensuring opportunity, and equitably distributing resources for all participants of recreation in Nova Scotia.

11.2 Background

All individuals, regardless of gender, should have equitable opportunities to take part in all aspects of climbing as a participant, coach, official, administrator, leader, or other involved roles.

Gender equity is the belief and practice of treating all sexes in ways that are fair and just.

The concept of equity requires consideration of the unique needs, interests and experiences of the target group and the elimination of discriminatory practices, which are barriers to full participation of all genders.

11.3 Objective

Climb Nova Scotia will play a leadership role in raising awareness and understanding of gender equity amongst members by establishing:

- Fair, unbiased, and equitable opportunities to participate in quality sport and physical activity programming, attain and sustain leadership roles, and access resources and facilities
- A safe, supportive, inclusive, and relevant environment for sport and recreation participation

11.4 Application

Climb Nova Scotia is committed to increasing the level of participation in programs and leadership by:

1. Using gender-neutral language in the organizations by-laws, policies, and publications.
2. Striving to have a gender balance in the appointment of all the committees and the board of directors.

3. Ensuring opportunities to participate in sport, recreation and physical activity are provided by all genders by;
 - a. Making gender equity a key consideration when developing, updating, and delivering programming.
 - b. Working proactively to identify and eliminate barriers facing underrepresented groups in competition climbing.
 - c. Ensuring funding and resources are equitably distributed to all genders.
 - d. Collecting gender-based statistics on an annual basis.
4. Increasing exposure and building awareness of gender equity in all aspects of competition and recreational climbing.
5. Continually evaluating the organization's progress towards a more inclusive sport system.
6. *Employment – CNS is committed to providing fair and equitable employment opportunities for all genders.*

Section Twelve – CNS Social Media Policy

Preamble –

Climb Nova Scotia recognizes that social media and social networking can be a useful tool for both communication and education of its members. CNS wishes for all of its members to be able to use these platforms in ways that are respectful, creative, useful and beneficial to not only themselves and CNS, but the climbing community as a whole.

12.1 Scope

The policy applies to all members of CNS whether they are representing the organization themselves or themselves as a private individual.

12.2 Expectations of Members

Climb Nova Scotia has high expectations of its members in relation to the content of online activity and does not condone activity of messages which may be construed as, but not limited to the following:

- Harassment, discrimination abuse or bullying;
- Being humiliating, demeaning, malicious or otherwise offensive to an individual or group;
- Having a detrimental effect on the brand of Climb Nova Scotia and/to its stakeholders or funding partners,
- Divulging confidential, sensitive, or proprietary information that belongs to CNS
- Divulging the private information of others without gaining their consent

12.3 Violations of Social Media Policy

Any member of Climb Nova Scotia who is accused of violating this policy will be subject to an investigation by a Disciplinary Committee. Reprimands for violations of the policy fall with the complete range of possible consequences within the organization and its code of conduct, ranging from verbal reprimand to expulsion from the organization.

12.4 Obligations to Report

Climb Nova Scotia is required to report conduct, which may rise to the level of criminal harassment, exploitation or intimidation to the appropriate authorities.

Section Thirteen – CNS Dispute Resolution Policy

CNS Dispute Resolution Policy and Process

From time to time the CNS Board of Directors may find itself in circumstances where there is a dispute either with a member, between members, within a committee, or possibly with outside parties. In order for the CNS Board of Directors to resolve disputes in a manner that is fair and equitable, the following dispute resolution process will be followed.

The goals of this process are to be quick and accessible, low cost, flexible and informal, while being consistent and fair to all parties. Initial efforts should be made to resolve conflicts directly between parties before filing the formal complaint.

Stage 1: Informal

Complaints may be made, in writing, to the Chair of the relevant committee, and resolved by the Chair after discussion with the affected parties, and subject to their agreement. The Chair will make the relevant elected Board Member and staff aware of any complaint received and resolved in this manner.

Stage 2: Formal

Where it is not possible for a Chair to resolve a complaint or dispute as outlined in Stage 1, the issue will be referred, in writing, to the President of the Board of Directors for review and action.

Stage 3: Appeal

If the President does not resolve a dispute, the President will oversee the formation of a CNS Appeal Panel, made up of elected officials and volunteers with relevant experience. None shall have a direct investment in the complaint under review.

Stage 4: Final Stage

If a dispute is not resolved by the formation of an Appeal Panel, the parties in dispute will be referred to the Sport Dispute Resolution Centre of Canada.

Section Fourteen – CNS Marketing and Branding Policy

Climb Nova Scotia is a non-profit organization with the vision of promoting and supporting climbing in Nova Scotia. To achieve this vision, the organization takes great pride in the promotion and publication of its image to the general public.

Rights of the Organization

1. It is the right of CNS to limit the use of its image(s) and associated image(s) by its members and the general public.
2. It is the right of CNS to, at any time, request a cease to the usage of the CNS brand by any organization or person.

Rights of the Individual Members

1. All members have the right to promote their involvement in Climb Nova Scotia, provided they are a member in good standing with the organization.

Section Seventeen – Conflict of Interest Policy

Climb Nova Scotia's Conflict of Interest Policy refers to any case where an employee or board member's personal interest might contradict with the interest of the organization. This is an unwanted circumstance as it may have heavy implications on the employee or board member's judgement and commitment to CNS, and by extension the accomplishment of its goals.

This policy will outline the rules regarding conflict of and the responsibilities of employees and board members, and the organization in resolving any such discrepancies.

17.1 Scope

Climb Nova Scotia's conflict of interest policy applies to all prospective and current employees or board members, as well as independent consultants and persons acting on behalf of CNS.

17.2 Policy Elements

The relationship of the organization with its employees and board members should be based on mutual trust. As the organization is committed to preserve the interests of people serving it, it expects them to act only towards its own fundamental interest.

Conflict of interest may occur whenever an employee or board member's interest in a particular subject may lead them to actions, activities, or relationships, that undermine CNS and may place it at a disadvantage.

17.3 What constitutes a conflict of interest?

Conflicts of interest may arise in many different situations. These situations make take different forms that include, but are not limited to:

- Employee or board members ability to use their position with the organization for their personal advantage
- Employees or board members engaging in activities that will bring direct or indirect profit to a conflicting organization
- Employees or board members using CNS equipment or mean to support external business
- Employees or board members acting in ways that may compromise CNS's legality (eg. Taking bribes or bribing representatives of legal authorities)

The possibility that a conflict of interest may occur can be addressed and resolved before any actual damage is done. At the first meeting of the board of directors following the Annual General Meeting, each board member should declare any possible conflicts of interest they may have. Therefore, when an employee/board member understands or suspects that a conflict of interest exists, they should bring this matter to the attention of the board of directors so corrective actions may be taken.

All conflicts of interest will be resolved as fairly as possible. The Board of Directors have the responsibility of the final decision when a solution can not be found.

In general, employees and board members are advised to refrain from letting personal and/or financial interests and external activities come into opposition with the organization's fundamental interests.

17.4 Disciplinary Consequences

In cases when a conflict of interest is deliberately concealed or when a solution can not be found, disciplinary action may be invoked up to and including termination or removal from the board of directors.